



Your business  
is our business.

REDACTED – FOR PUBLIC INSPECTION

7852 Walker Drive, Suite 200  
Greenbelt, Maryland 20770  
phone: 301-459-7590, fax: 301-577-5575  
internet: www.jsitel.com, e-mail: jsi@jsitel.com

June 19, 2015

Accepted / Filed

JUN 19 2015

Federal Communications Commission  
Office of the Secretary

Via Hand Delivery

Marlene H. Dortch, Secretary  
Federal Communications Commission  
Office of the Secretary  
445 12<sup>th</sup> Street, SW  
Washington, DC 20554

DOCKET FILE COPY ORIGINAL

Re: **WC Docket No. 14-58**  
**2015 ETC Annual Report of Knology Total Communications, Inc.**  
**Study Area Code 250295**

Dear Ms. Dortch:

On behalf of Knology Total Communications, Inc. ("Knology"), JSI files the attached confidential and redacted versions of the FCC Form 481 ETC annual reporting information pursuant to sections 54.313 and 54.422 of the Commission's rules.<sup>1</sup> Knology seeks confidential treatment under Protective Order for section 54.313(f)(2) financial information.<sup>2</sup> The redacted version is also being filed this date via the FCC's Electronic Comment Filing System. In addition, attached is a letter requesting confidential treatment under Sections 0.457 and 0.459 of its Progress Report on its Five-Year Service Quality Improvement Plan as required by Section 54.313(a)(1).<sup>3</sup>

Please direct any questions regarding the filing to the undersigned.

Sincerely,

John Kuykendall  
JSI Vice President  
301-459-7590  
[jkuykendall@jsitel.com](mailto:jkuykendall@jsitel.com)

cc: Charles Tyler, Telecommunications Access Policy Division (two copies, confidential)

No. of Copies rec'd 0+3  
List ABCDE

<sup>1</sup> 47 C.F.R. §§ 54.313, 54.422.

<sup>2</sup> *Connect America Fund et al.*, WC Docket No. 10-90 *et al.*, Protective Order, DA 12-1857 rel. Nov. 16, 2012 (Protective Order). 47 C.F.R. § 54.313(f)(2).

<sup>3</sup> 47 C.F.R. §§ 0.457, 0.459, 54.313(a)(1).

Echelon Building II, Suite 200  
9430 Research Blvd., Austin, TX 78759  
phone: 512-338-0473, fax: 512-346-0822

Eagandale Corporate Center, Suite 310  
1380 Corporate Center Curve, Eagan, MN 55121  
phone: 651-452-2660, fax: 651-452-1909

6849 Peachtree Dunwoody Road  
Bldg. B-3, Suite 200, Atlanta, GA 30328  
phone: 770-569-2105, fax: 770-410-1608

547 South Oakview Lane  
Bountiful, UT 84010  
phone: 801-294-4576, fax: 801-294-5124



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Marlene H. Dortch, Secretary  
Federal Communications Commission  
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445 12<sup>th</sup> Street, SW  
Washington, DC 20554

**Re: WC Docket No. 14-58  
2015 ETC Annual Report of Knology Total Communications, Inc.  
Study Area Code 250295  
Request for Confidentiality**

Dear Ms. Dortch:

John Staurulakis, Inc. ("JSI"), on behalf of its client Knology Total Communications, Inc. ("Company") hereby requests, pursuant to Sections 0.457 and 0.459 of the Commission's rules,<sup>1</sup> withholding from public inspection certain information contained in an attachment to the above referenced reporting requirement. The Company provides the following in support of its request, numbered consistent with the subparagraphs of Section 0.459(b).<sup>2</sup>

1. The information for which the Company is seeking confidential treatment is an attachment to the Company's annual reporting information pursuant to Sections 54.313 and 54.422 of the Commission's rules ("Report").<sup>3</sup>
2. Pursuant to Section 54.313(a)(1), Rate-of-Return Eligible Telecommunications Carriers ("ETCs") must file with the Commission a Progress Report on its Five-Year Service Quality Improvement Plan ("Progress Report") which is contained in the attachment to the 2015 Report.<sup>4</sup>
3. The information contained in attachment for which the Company seeks the withholding from public inspection is the entirety of data pertaining to the Company's Five-Year Plan provided at FCC Form 481 Line 112 attachment. Information of this nature is confidential commercial information routinely withheld from public inspection.

<sup>1</sup> 47 C.F.R. §§ 0.457, 0.459.

<sup>2</sup> 47 C.F.R. § 0.459(b)(1) through (9).

<sup>3</sup> 47 C.F.R. §§ 54.313, 54.422.

<sup>4</sup> 47 C.F.R. §§ 54.313(a)(1).

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1380 Corporate Center Curve, Eagan, MN 55121  
phone: 651-452-2660, fax: 651-452-1909

6849 Peachtree Dunwoody Road  
Bldg. B-3, Suite 200, Atlanta, GA 30328  
phone: 770-569-2105, fax: 770-410-1608

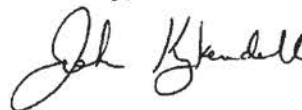
547 South Oakview Lane  
Bountiful, UT 84010  
phone: 801-294-4576, fax: 801-294-5124

6. With respect to steps the Company has taken to ensure against unauthorized disclosure of the information contained in the attachment, the Company is filing the attachment under seal. The Company uses the information contained in the Five-Year Plan to ensure that its customers continue to receive state-of-the-art high quality telecommunications and broadband services that the Company has been providing to them for many years as well as to satisfy mandatory reporting requirements and does not share the information for which protection is sought. The Company protects the secrecy of this information with a security protocol that ensures the information is not inadvertently disclosed or disseminated. Only directors, managers and employees with a direct need to know are authorized to access the information.
7. Any previous versions of this information are not publicly available.
8. Because the information is not routinely available, a need exists for maintaining the confidentiality of this information permanently.
9. Not applicable.

Based on the preceding, JSI respectfully requests on behalf of the Company that the Commission grant confidential treatment under Section 0.459 to Company's Five-Year Plan provided at FCC Form 481 Line 112 attachment.

Please contact the undersigned with any questions regarding this request.

Sincerely,



John Kuykendall  
JSI Vice President  
301-459-7590  
[jkuykendall@jsitel.com](mailto:jkuykendall@jsitel.com)



FCC Form 481 - Carrier Annual Reporting  
Data Collection Form

REDACTED FOR PUBLIC INSPECTION

FCC Form 481  
OMB Control No. 3050-0060/Date Control No. 3050-0019  
July 2013

<010> Study Area Code 250295

<015> Study Area Name Knology Total Communications

<020> Program Year 2016

<030> Contact Name: Person USAC should contact with questions about this data Melissa Marks

<035> Contact Telephone Number: 7066346762 ext. Number of the person identified in data line <030>

<039> Contact Email Address: melissa.marks@wowinc.com Email of the person identified in data line <030>

Accepted / Filed

JUN 19 2015

Federal Communications Commission  
Office of the Secretary

## ANNUAL REPORTING FOR ALL CARRIERS

	54-333 Completion Required	54-422 Completion Required
<100> Service Quality Improvement Reporting (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<200> Outage Reporting (voice) (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<210> <input checked="" type="checkbox"/> <-- check box if no outages to report	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<300> Unfulfilled Service Requests (voice) 0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<310> Detail on Attempts (voice) (attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<320> Unfulfilled Service Requests (broadband) 0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<330> Detail on Attempts (broadband) (attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<400> Number of Complaints per 1,000 customers (voice)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<410> Fixed 0.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<420> Mobile 0.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<430> Number of Complaints per 1,000 customers (broadband)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<440> Fixed 0.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<450> Mobile 0.0	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<500> Service Quality Standards & Consumer Protection Rules Compliance (check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<510> 250295ALS10.pdf (attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<600> Functionality in Emergency Situations (check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<610> 250295AL610.pdf (attached descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<700> Company Price Offerings (voice) (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<710> Company Price Offerings (broadband) (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<800> Operating Companies and Affiliates (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<900> Tribal Land Offerings (Y/N)? (if yes, complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1000> Voice Services Rate Comparability Certification Yes	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1010> (attach descriptive document)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1100> Certify whether terrestrial backhaul options exist (Yes or No) (if not, check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1110> (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<1200> Terms and Condition for Lifeline Customers (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

## Price Cap Carriers, Proceed to Price Cap Additional Documentation Worksheet

<2000> Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers (check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<2005> (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Rate of Return Carriers, Proceed to ROR Additional Documentation Worksheet		
<3000> (check to indicate certification)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<3005> (complete attached worksheet)	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

**(100) Service Quality Improvement Reporting  
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	250295
<015>	Study Area Name	Knology Total Communications
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Melissa Marks
<035>	Contact Telephone Number - Number of person identified in data line <030>	7066346762 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	melissa.marks@wowinc.com
<110>	Has your company received its ETC certification from the FCC?	(yes / no) <input type="radio"/> <input checked="" type="radio"/>
<111>	If your answer to Line <110> is yes, do you have an existing §54.202(a) "5 year plan" filed with the FCC?	(yes / no) <input type="radio"/> <input type="radio"/>

If your answer to Line <111> is yes, then you are required to file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

250295AL112.pdf

Name of Attached Document

Please select the appropriate responses below (Yes, No, Not Applicable) to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to §54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

- <113> Maps detailing progress towards meeting plan targets
- <114> Report how much universal service (USF) support was received
- <115> How much (USF) was used to improve service quality and how support was used to improve service quality
- <116> How much (USF) was used to improve service coverage and how support was used to improve service coverage
- <117> How much (USF) was used to improve service capacity and how support was used to improve service capacity
- <118> Provide an explanation of network improvement targets not met in the prior calendar year.

Yes
Yes
Yes
Yes
Yes
Not Applicable





OMS Control No. 3060-0988/OMS Control No. 3060-0819  
July 2013

<701> Residential Local Service Charge Effective Date  
<702> Single State-wide Residential Local Service Charge

1/1/2015

~~See attached worksheet~~

## ECC Form 481

OMB Control No. 3060-0586/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	250295
<015>	Study Area Name	Knology Total Communications
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Melissa Marks
<035>	Contact Telephone Number - Number of person identified in data line <030>	7066346762 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	melissa.marks@wowinc.com

[illegible]





**(900) Tribal Lands Reporting  
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010> Study Area Code	250295
<015> Study Area Name	Knology Total Communications
<020> Program Year	2016
<030> Contact Name - Person USAC should contact regarding this data	Melissa Marks
<035> Contact Telephone Number - Number of person identified in data line <030>	7066346762 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	melissa.marks@wowinc.com

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document

If your company serves Tribal lands, please select (Yes, No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select Yes or No or Not Applicable

**(1100) No Terrestrial Backhaul Reporting  
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	250295
<015>	Study Area Name	Knology Total Communications
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Melissa Marks
<035>	Contact Telephone Number - Number of person identified in data line <030>	7066346762 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	melissa.marks@wowinc.com

<1120> Please confirm whether terrestrial backhaul options exist within the supported area pursuant to § 54.313(g) (Yes, No).

<1130> Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g).



**(1200) Terms and Condition for Lifeline Customers  
Lifeline  
Data Collection Form**

FEC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819  
July 2013

<010> Study Area Code	250295
<015> Study Area Name	Xnology Total Communications
<020> Program Year	2016
<030> Contact Name - Person USAC should contact regarding this data	Melissa Marks
<035> Contact Telephone Number - Number of person identified in data line <030>	7066346762 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	melissa.marks@wowinc.com

<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<1220> Link to Public Website

HTTP <http://wowway.com/wow/terms-and-conditions>

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, ☒
- <1222> Details on the number of minutes provided as part of the plan, ☒
- <1223> Additional charges for toll calls, and rates for each such plan. ☒

**(2000) Price Cap Carrier Additional Documentation**

**Data Collection Form**

*Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers*

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	250295
<015>	Study Area Name	Knology Total Communications
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	MELISSA MARKS
<035>	Contact Telephone Number - Number of person identified in data line <030>	7066346762 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	MELISSA.MARKS@KOWINC.COM

Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental Connect America Phase I support, frozen High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

**Incremental Connect America Phase I reporting**

- <2010> 2nd Year Certification (47 CFR § 54.313(b)(1)i)
- <2011a> 3rd Year Certification (47 CFR § 54.313(b)(1)ii)
- <2011b> Attachment (47 CFR § 54.313(b)(1)ii)

Name of Attached Document(s) Listing Required Information

**Price Cap Carrier Receiving Frozen Support Certification (47 CFR § 54.312(a))**

- <2012> 2013 Frozen Support Calculation (47 CFR § 54.313(c)(1))
- <2013> 2014 Frozen Support Calculation (47 CFR § 54.313(c)(2))
- <2014> 2015 Frozen Support Calculation (47 CFR § 54.313(c)(3))
- <2015> 2016 and future Frozen Support Calculation (47 CFR § 54.313(c)(4))

**Price Cap Carrier Connect America ICC Support (47 CFR § 54.313(d))**

- <2016> Certification Support Used to Build Broadband

**Connect America Phase II Reporting (47 CFR § 54.313(e))**

- <2017> 3rd year Broadband Service Certification
- <2018> 5th year Broadband Service Certification
- <2019> Interim Progress Certification
- <2020> Please check the box to confirm that the attached document(s), on line 2021, contains the required information pursuant to § 54.313 (e)(3)(ii), as a recipient of CAF Phase II support shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.

- <2021> Interim Progress Community Anchor Institutions

Name of Attached Document(s) Listing Required Information

[3000] Rate of Return Carrier Additional Documentation		[3000] Rate of Return Carrier Additional Documentation	
Data Collection Form		Data Collection Form	
<010>	Study Area Code	250295	250295
<015>	Study Area Name	Krology Total Communications	
<020>	Program Year	2016	
<030>	Contact Name - Person USAC should contact regarding this data	Melissa Marks	
<035>	Contact Telephone Number - Number of person identified in data line <030>	7056346762 ext.	
<039>	Contact Email Address - Email Address of person identified in data line <030>	melissa.marks@krology.com	
<p>CHECK the boxes below to note compliance on its five year service quality plan (pursuant to 47 CFR § 54.302(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.</p>			
(3010)	Progress Report on 5 Year Plan Milestone Certification (47 CFR § 54.313(f)(1)(i))	<div>250295AL3010.pdf</div>	
(3011)	Please check this box to confirm that the attached document(s), on line 3012 contains the required information pursuant to § 54.313 (f)(1)(ii), the carrier shall provide the number, names, and addresses of community anchor institutions to which began providing access to broadband service in the preceding calendar year.	<div>250295AL3012.pdf</div>	
(3012)	Community Anchor Institutions (47 CFR § 54.313(f)(1)(ii))	<div>250295AL3012.pdf</div>	
(3013)	Is your company a Privately Held ROR Carrier (47 CFR § 54.313(f)(2))	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
(3014)	If yes, does your company file the RUS annual report	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
Please check these boxes to confirm that the attached document(s), on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:			
(3015)	Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)	<input type="checkbox"/> Yes <input type="checkbox"/> No	
(3016)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows	<div>250295AL3016.pdf</div>	
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	<div>250295AL3016.pdf</div>	
(3018)	If the response is no on line 3014, is your company audited?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
(3019)	If the response is yes on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
(3020)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows	<div>250295AL3020.pdf</div>	
(3021)	Management letter and audit opinion issued by the independent certified public accountant that performed the company's financial audit	<div>250295AL3021.pdf</div>	
(3022)	If the response is no on line 3018, please check the boxes below to confirm your submission, on line 3026 pursuant to § 54.313(f)(2), contains:	<input type="checkbox"/> Yes <input type="checkbox"/> No	
(3023)	Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers,	<input type="checkbox"/> Yes <input type="checkbox"/> No	
(3024)	Underlying information subjected to a review by an independent certified public accountant	<input type="checkbox"/> Yes <input type="checkbox"/> No	
(3025)	Underlying information subjected to an officer certification.	<input type="checkbox"/> Yes <input type="checkbox"/> No	
(3026)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows	<div>250295AL3026.pdf</div>	
(3026)	Attach the worksheet listing required information	<div>250295AL3026.pdf</div>	



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(3000) Rate Of Return Carrier Additional Documentation (Continued)

Data Collection Form

DOC FORM 483

OSHA Control No. 2000-1000/04-00 Control No. 2000-0033

July 2003

<010> Study Area Code	250295
<015> Study Area Name	Knology Total Communications
<020> Program Year	2016
<030> Contact Name - Person USAC should contact regarding this data	Melissa Marks
<035> Contact Telephone Number - Number of person identified in data line <030>	7066346762 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	melissa.marks@novinc.com

## Financial Data Summary

(3027) Revenue

(3028) Operating Expenses

(3029) Net Income

(3030) Telephone Plant In Service(TPIS)

(3031) Total Assets

(3032) Total Debt

(3033) Total Equity

(3034) Dividends

Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3000-0004/OMB Control No. 3000-0019 July 2013
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<010> Study Area Code	250295
<015> Study Area Name	Knology Total Communications
<020> Program Year	2016
<030> Contact Name - Person USAC should contact regarding this data	Melissa Marks
<035> Contact Telephone Number - Number of person identified in data line <030>	7066346762 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	melissa.marks@wowinc.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

<b>Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients</b>	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier: Knology Total Communications	
Signature of Authorized Officer: CERTIFIED ONLINE	Date 06/19/2015
Printed name of Authorized Officer: Bruce Schoonover	
Title or position of Authorized Officer: Vice-President Reg Comp	
Telephone number of Authorized Officer: 7066458116 ext.	
Study Area Code of Reporting Carrier: 250295	Filing Due Date for this form: 07/01/2015
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Certification - Agent / Carrier Data Collection Form	ROC Form 481 OMB Control No. 3060-0084/OMB Control No. 3060-0019 July 2013
---	--

<010> Study Area Code	250295
<015> Study Area Name	Knology Total Communications
<020> Program Year	2016
<030> Contact Name - Person USAC should contact regarding this data	Melissa Marks
<035> Contact Telephone Number - Number of person identified in data line <030>	7066346762 ext.
<039> Contact Email Address - Email Address of person identified in data line <030>	melissa.marks@wowinc.com

TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent: _____	
Name of Reporting Carrier: _____	
Signature of Authorized Officer: _____	Date: _____
Printed name of Authorized Officer: _____	
Title or position of Authorized Officer: _____	
Telephone number of Authorized Officer: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier: _____	
Name of Authorized Agent or Employee of Agent: _____	
Signature of Authorized Agent or Employee of Agent: _____	Date: _____
Printed name of Authorized Agent or Employee of Agent: _____	
Title or position of Authorized Agent or Employee of Agent: _____	
Telephone number of Authorized Agent or Employee of Agent: _____	
Study Area Code of Reporting Carrier: _____	Filing Due Date for this form: _____
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	



REDACTED FOR PUBLIC INSPECTION

## Attachments

**REDACTED – FOR PUBLIC INSPECTION**

**ATTACHMENT - LINE 112**

**Five-Year Network Improvement Plan and  
Progress Report**

**ATTACHMENT REDACTED IN ENTIRETY**

**Knology Total Communications, Inc.'s demonstration of complying with applicable service quality standards and consumer protection rules for voice and broadband services:**

In establishing this certification in its *2005 ETC Order*,<sup>1</sup> the FCC found that an ETC must make "a specific commitment to objective measures to protect consumers."<sup>2</sup> The Commission found that for wireless ETCs, compliance with CTIA's Consumer Code for Wireless Service would satisfy this requirement" and that the sufficiency of other commitments would be considered on a case-by-case basis.<sup>3</sup> In this context, the FCC stated, "to the extent a wireline or wireless ETC applicant is subject to consumer protection obligations under state law, compliance with such laws may meet our requirement."<sup>4</sup>

Knology Total Communications, Inc. ("Knology") hereby certifies that it is in compliance with applicable service quality standards and consumer protection rules. Knology is subject to consumer protection obligations under state law. These obligations include, but are not limited to, the following: (1) filing a Local Exchange Tariff pursuant to the requirements of the Alabama Public Service Commission's Rules and Regulations, Telephone Rules, Rule T-12, Filing of Telephone Tariffs and The Code of Alabama 1975 Section 37-1-81, which disclose rates, terms and conditions of service to customers; (2) adherence to state consumer protection requirements governing telephone providers which require adherence to minimum service standards as identified in the Alabama Public Service Commission's Rules and Regulations,

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<sup>1</sup> *Federal-State Joint Board on Universal Service*, CC Docket No. 96-45, Report and Order, FCC 05-46 (rel. Mar. 17, 2005) ("*2005 ETC Order*").

<sup>2</sup> *Id.* at para. 28.

<sup>3</sup> *Id.* The FCC noted that under the CTIA Consumer Code, wireless carriers agree to: "(1) disclose rates and terms of service to customers; (2) make available maps showing where service is generally available; (3) provide contract terms to customers and confirm changes in service; (4) allow a trial period for new service; (5) provide specific disclosures in advertising; (6) separately identify carrier charges from taxes on billing statements; (7) provide customers the right to terminate service for changes to contract terms; (8) provide ready access to customer service; (9) promptly respond to consumer inquiries and complaints received from government agencies; and (10) abide by policies for protection of consumer privacy." *Id.* at n. 71.

<sup>4</sup> *Id.* at n. 72.



Telephone Rules, Rule T-21, protection against cramming and other deceptive practices as identified in Rule T-16(C)(11); (3) truth-in-billing requirements as identified in Rule T-16; and (4) CPNI, Red Flag Rules and other applicable federal and state requirements governing the protection of customers' privacy.

Knology is subject to consumer protection obligations for broadband services under federal law. These obligations include, but are not limited to, the following: public disclosure of accurate information regarding network management practices, performance, and commercial terms of broadband internet access services; as a means of providing sufficient information for consumers to make informed choices regarding use of such services, and for content, application, service and device providers to develop, market, and maintain internet offerings as specified in 47 CFR § 8.3. The company furthermore will comply with all requirements set forth in the 2015 Open Internet Order when it becomes effective

**Knology Total Communication's demonstration of ability to function in emergency situations for voice and broadband services:**

Knology Total Communications, Inc. ("Knology") hereby certifies that it is able to function in emergency situations as set forth in 47 C.F.R. § 54.202(a)(2)<sup>1</sup> and the Alabama Public Service Commission Rules and Regulations, Telephone Rules. The Company's network is designed to remain functional in emergency situations without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations as required by Section 54.202(a)(2). Knology can change call routing translations as needed to reroute traffic around damaged facilities. Changing call routing translations will also allow Knology to manage traffic spikes throughout its network, as emergency situations require. In addition, Knology has redundancy for connectivity purposes *via* additional routes and electronic equipment for voice and broadband services.

Specifically, each central office building is supplied with standby generators and battery back-up that enable the central office to keep running until power is restored so long as fuel is available, or until system changes are made to reroute traffic. Knology has battery backup at all office locations and in its electronic equipment sites. Length of run time is determined by the equipment serving the area and the number of customers working out of the equipment. Generators are installed at all Central Office locations. They will continue to run as long as Knology has access to fuel.

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<sup>1</sup> Section 54.202(a)(2) requires ETCs that are designated by the Commission to "demonstrate its ability to remain functional in emergency situations, including a demonstration that it has a reasonable amount of back-up power to ensure functionality without an external power source, is able to reroute traffic around damaged facilities, and is capable of managing traffic spikes resulting from emergency situations."

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(700) Price Offerings Including Voice Rate Data  
Data Collection Form

FCC Form 481

OMB Control No. 3060-0956 OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	250295
<015>	Study Area Name	Knology Total Communications
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Melissa Marks
<035>	Contact Telephone Number - Number of person identified in data line <030>	7066346762 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	melissa.marks@wowinc.com

<701> Residential Local Service Charge Effective Date  
<702> Single State-wide Residential Local Service Charge

1/1/2015

&lt;703&gt;

[illegible]



REDACTED FOR PUBLIC INSPECTION

(710) Broadband Price Offerings  
Data Collection Form

FCC Form 481  
OMB Control No. 3060-0986/OMB Control No. 3060-0619  
July 2013

<010> Study Area Code 250295  
<015> Study Area Name Knology Total Communications  
<020> Program Year 2016  
<030> Contact Name - Person USAC should contact regarding this data Melissa Marks  
<035> Contact Telephone Number - Number of person identified in data line <030> 7066346762 ext.  
<039> Contact Email Address - Email Address of person identified in data line <030> melissa.marks@wovinc.com

<711>	<a1>	<a2>	<b1>	<b2>	<c>	<d1>	<d2>	<d3>	<d4>
	State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rates and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached (select)
	AL	Ashford	20.0	0.0	20.0	15.0	2.0	0.0	Other, no usage limitations
	AL	Ashford	30.0	0.0	30.0	25.0	5.0	0.0	Other, no usage limitations
	AL	Ashford	49.95	0.0	49.95	15.0	2.0	0.0	Other, no usage limitations
	AL	Ashford	59.95	0.0	59.95	25.0	5.0	0.0	Other, no usage limitations
	AL	Ashford	70.0	0.0	70.0	15.0	2.0	0.0	Other, no usage limitations
	AL	Ashford	75.0	0.0	75.0	15.0	2.0	0.0	Other, no usage limitations
	AL	Ashford	85.0	0.0	85.0	15.0	2.0	0.0	Other, no usage limitations
	AL	Ashford	90.0	0.0	90.0	25.0	5.0	0.0	Other, no usage limitations
	AL	Ashford	95.0	0.0	95.0	25.0	5.0	0.0	Other, no usage limitations
	AL	Ashford	105.0	0.0	105.0	25.0	5.0	0.0	Other, no usage limitations
	AL	Ashford	70.0	0.0	70.0	15.0	2.0	0.0	Other, no usage limitations
	AL	Ashford	90.0	0.0	90.0	25.0	5.0	0.0	Other, no usage limitations
	AL	Ashford	85.0	0.0	85.0	15.0	2.0	0.0	Other, no usage limitations
	AL	Ashford	90.0	0.0	90.0	15.0	2.0	0.0	Other, no usage limitations
	AL	Ashford	100.0	0.0	100.0	15.0	2.0	0.0	Other, no usage limitations
	AL	Ashford	105.0	0.0	105.0	25.0	5.0	0.0	Other, no usage limitations
	AL	Ashford	110.0	0.0	110.0	25.0	5.0	0.0	Other, no usage limitations
	AL	Ashford	120.0	0.0	120.0	25.0	5.0	0.0	Other, no usage limitations
	AL	Ashford	62.75	0.0	62.75	15.0	2.0	0.0	Other, no usage limitations
	AL	Ashford	69.95	0.0	69.95	15.0	2.0	0.0	Other, no usage limitations
	AL	Ashford	72.95	0.0	72.95	25.0	5.0	0.0	Other, no usage limitations

REDACTED FOR PUBLIC INSPECTION

(710) Broadband Price Offerings  
Data Collection Form

FCC Form 481

OMB Control No. 3060-0985/OMB Control No. 3060-0819

May 2013

<010>	Study Area Code	250295
<015>	Study Area Name	Knology Total Communications
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Melissa Marks
<035>	Contact Telephone Number - Number of person identified in data line <030>	7066346762 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	melissa.marks@wowinc.com

<711>

[illegible]

REDACTED FOR PUBLIC INSPECTION

(800) Operating Companies  
Data Collection Form

FCC Form 481  
OMB Control No. 3060-0908/OMB Control No. 3060-0819  
July 2013

<010>	Study Area Code	250295
<015>	Study Area Name	Knology Total Communications
<020>	Program Year	2016
<030>	Contact Name - Person USAC should contact regarding this data	Melissa Marks
<035>	Contact Telephone Number - Number of person identified in data line <030>	7066346762 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	melissa.marks@wowinc.com
<810>	Reporting Carrier	Knology Total Communications, Inc.
<811>	Holding Company	WideOpenWest
<812>	Operating Company	Knology Total Communications, Inc

[illegible]



**Knology Total Communications, Inc. (SAC #250295)**

**Response to Line 3010 – Milestone Certification (47 CFR §54.313(f)(1)(i))**

Knology Total Communications, Inc. hereby certifies that throughout 2014, it took reasonable steps to provide upon reasonable request broadband service at actual speeds of at least 4 Mbps downstream/1 Mbps upstream, and currently, it is taking reasonable steps to provide upon reasonable request actual speeds of at least 10 Mbps downstream/1 Mbps upstream broadband service at with latency suitable for real-time applications, including Voice over Internet Protocol, and usage capacity that is reasonably comparable to comparable offerings in urban areas as determined in an annual survey, and that requests for such service are met within a reasonable amount of time.

**Knology Total Communications, Inc. (SAC # 250295)**

**Response to Line 3012 - List of Community Anchor Institutions to Which the ETC Newly  
Began Providing Service**

The FCC's *USF/ICC Transformation Order* requires a listing of community anchor institutions to which the ETC newly began providing broadband service. Knology Total Communications, Inc. did not newly begin providing community anchor institutions with access to broadband service in calendar year 2015.

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**ATTACHMENT - LINE 3026**

**ATTACHMENT REDACTED IN ENTIRETY**